



DIABETES PREVENTION PROGRAM

Frequently Asked Questions

Who is Solera Health?

Solera Health is a vendor that Aetna has partnered with to help administer the Diabetes Prevention Program (DPP). Solera will help identify qualified members and enroll them in a DPP program that best fits their needs.

What is the Diabetes Prevention Program?

Also known as the DPP, the Diabetes Prevention Program helps participants:

- Lose weight
- Adopt healthy habits
- Significantly decrease their risk of developing Type 2 diabetes

The program meets weekly for 16 weeks and then monthly for the balance of a year. It teaches participants to make lasting changes by:

- Eating healthier
- Increasing physical activity
- Managing the challenges that come with lifestyle change

How effective is the DPP in reducing the risk of Type 2 diabetes?

The Diabetes Prevention Program can decrease the risk of developing Type 2 diabetes by 58 percent. This is especially true for those who lose 5 to 7 percent of their body weight from changes in diet and exercise. The National Institutes of Health and the Centers for Disease Control have verified these results.

What's included in the program?

There are many versions of the lifestyle change program, but most include the following components:

- 16 weekly lessons, followed by monthly sessions for the rest of the year
- Lifestyle health coach to help set goals and keep participants on track
- Small group for support and encouragement
- Helpful tools, like wireless scales and fitness trackers

Who is eligible for the program?

Solera is a new Diabetes Prevention Program option for Aetna members working at the State of Delaware. Covered dependents age 18 and older are also eligible.

How do members find out if they qualify?

Members who are identified as having prediabetes or who score as high risk for developing Type 2 diabetes can qualify for the program. Members should visit gosolera.com/stateofDE and take a one-minute quiz to see if they qualify.

If they're qualified, how do members enroll?

Members should visit gosolera.com/stateofDE to learn more about the program and to enroll; or they can call **1-844-578-3601** to enroll over the phone. Once enrolled, members will receive a Welcome Email from Solera with instructions on how to complete the registration process with their matched DPP provider. Members must complete the registration process with their DPP provider to begin the program.

Is there a cost to members for participating?

This program is at no extra cost to members. Once a member enrolls in the program on gosolera.com/stateofDE, Aetna will receive a claim from Solera to cover the processing and program services for this preventive benefit. Members may receive an Explanation of Benefits (EOB) from Aetna for this benefit. No action is necessary if a member receives an EOB. DPP is a covered preventive benefit.

When will I receive my Fitbit®?

After you have been actively participating for the first four weeks of the program, you will receive an email from Solera with a unique code to redeem your Fitbit. Please be sure to talk to your coach about what it means to “actively participate.” For technical questions about how to use your Fitbit, contact Fitbit support at help.fitbit.com/cwsupport.

When should I expect to receive my scale?

If you selected a digital option, you will receive a wireless scale as part of the program. The scale will be shipped once enrollment is complete, typically within 5-7 days.

Who should I contact if I have questions about the program?

Call Solera at **1-844-578-3601** if you have questions.

Solera4me is provided by Solera Health, an independent company.

*For participants who complete four weeks of activity meeting Diabetes Prevention Program guidelines. Applies to select Fitbit models; limited to one per person. Solera Health reserves the right to substitute an alternate tracker.